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**To:** Microsoft ATR  
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I am a long time user of Microsoft products. They have always worked for me and been what I needed as a user.

Having said that, I think Microsoft has used less than savory business tactics to gain market share. I feel that Microsoft is attempting nothing less than complete domination of the PC software market. That is a strong statement I know. I will not attempt to recap any of the testimony that anyone has heard in this case. You know better than I what has transpired.

As a user and as an IT Director, I make that strong statement from a cost basis. Microsoft releases software with a lot of features, and a lot of bugs. This is an attempt to rush to market. They then produce an "upgrade" which they charge for. Sometime, they charge a lot. Most often, the upgrade is what they promised would be in the first version.

I am all for better products and new features, but it should, number 1, work; and number 2, not cost a fortune to upgrade or to keep pace. I fear the price structure should Microsoft gain total control of this market. Even now, it is a confusing array of license structure, upgrade costs, service packs, and patches.

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